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September 14, 2021

VIA ELECTRONIC FILING

The Honorable Jocelyn G. Boyd
Chief Clerk/Executive Director
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, SC 29210

**Re: Duke Energy Progress, LLC's Establishment of Solar Choice Metering Tariffs
Pursuant to S.C. Code Ann. Section 58-40-20
Docket No. 2020-265-E**

Dear Ms. Boyd:

The purpose of this letter is provide the Public Service Commission of South Carolina (the "Commission") notice regarding certain conversion activities that will be taking place with respect to Duke Energy Progress, LLC's ("DEP" or the "Company") implementation of the Customer Connect platform. To ensure legacy system stability and minimize customer and billing impacts, DEP will be suspending meter exchanges beginning September 30, 2021 through November 8, 2021. Exclusions to this policy will be made for safety issues that require a meter exchange and situations where a customer is without power and the meter must be exchanged to provide service.

The meter exchange suspension could impact new Solar Choice customers and a communication has been sent to notify solar installers that most meter exchange requests received by September 14, 2021 will be processed prior to the suspension period.

Additionally, the Company is implementing an escalation and governance process to review meter exchange requests that are received during the suspension period and the Company plans to leverage technology solutions where possible. If meter exchange requests are delayed due to the suspension, we will work with customers to reasonably credit their accounts for the delay.

By copy of this letter, I am serving all parties of record via electronic mail.

Sincerely,

Heather Shirley Smith

cc: Parties of record